



DIRECTORATE GENERAL OF TRAINING

MICROFOCUS SERVICE MANAGER 9.60

DGT MIS Portal - Service Desk End User Guide

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DGT MIS Portal - Service Desk User Guide

Document Details

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Revision History

Version	Date of Revision	Description of Change	Reason for Change	Affected Sections	Approved By
1.0	28/06/2018	Final Draft	User Training	Helpdesk	Sunil Dubey
2.0	06/03/2019	Login Page SS updated	New GUI enhancements	End User and Helpdesk	Sunil Dubey

Affected Groups / Departments

DGET END USERS
SEVICEDESK TEAM
WIPRO SUPPORT TEAM

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1. Objective

This SOP's objective is to guide end user to how to log complaint in IT Service Desk. It also involves the process flow and guidelines to open Incident and Service Request from a complaint request.

In Scope: This User Guide is made to guide end users to log complaint in IT Service Desk. All new complaints / records will be created by IT Service Desk (MFSM).

Out of Scope: This User Guide does not involve tasks related to administrator like giving rights to the user, designing work flow etc.

2. Acronyms and Definitions

Acronym	Definition
MFSM	Micro Focus Service Manager is IT Service Management process based tool which is used to align IT deliverables as per business needs

3. Login to MFSM via Web client or Thin client (ESS Page)

IT Service Desk can be accessed through web browser (for end users).

Open IT Service Desk Using Web browser

Open the Internet Explorer.

Type the URL: <https://help.ncvtmis.gov.in> or <https://help.ncvtmis.gov.in/sm/ess.do>

Click on Go on to the webpage



This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

[Go to your Start page](#)

Details

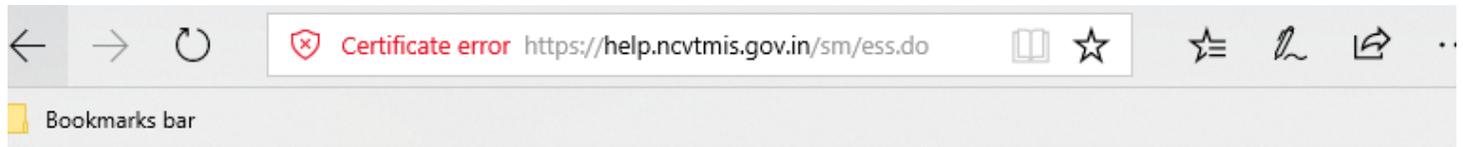
Your PC doesn't trust this website's security certificate.

The hostname in the website's security certificate differs from the website you are trying to visit.

Error Code: DLG_FLAGS_INVALID_CA
DLG_FLAGS_SEC_CERT_CN_INVALID

[Go on to the webpage \(Not recommended\)](#)

Below depicted Page will be displayed.



**WELCOME
TO**

DGT - SERVICE DESK

Username

Password

English

LOGIN

Ministry of Skill Development And Entrepreneurship

Use User name as your MIS Application Portal login ID Like NPIU_C2, AAA01001_A1 or provided by tool admin like jayant10

Password will be provided by tool admin and it has to be change after first login.

If you enter wrong password 5 times consecutively. Then your account will be locked for 10 mins. After 10 mins, It will be auto unlocked.



Directorate General of Training



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WELCOME TO

DGT - SERVICE DESK

jayant10

••••••••

English



LOGIN

Ministry of Skill Development And Entrepreneurship

Click Login.

After successfully logging, Change Password page will appear for first time login users as shown below.
Fill new password and click on green check mark to save password.

Password Policy:

Mini One Alpha character allowed

Mini One Numeric character allowed

Symbols allowed

Prohibit space character

Minimum password length - 8

Maximum password length – 30

Last 3 passwords can't be used to change new password.

DGT - SERVICE DESK

Change Password

Please enter the following password inf

User Name: ✓

New password:

Confirm new password:

Change Password

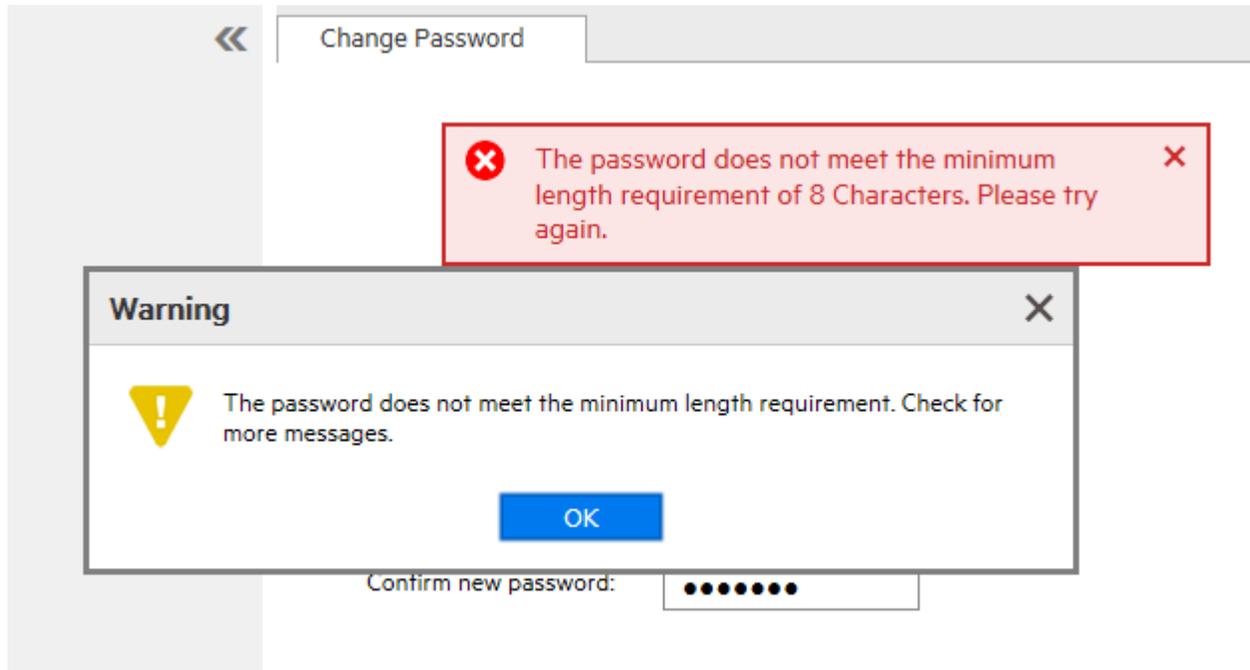
Please enter the following password inf

User Name: ✓

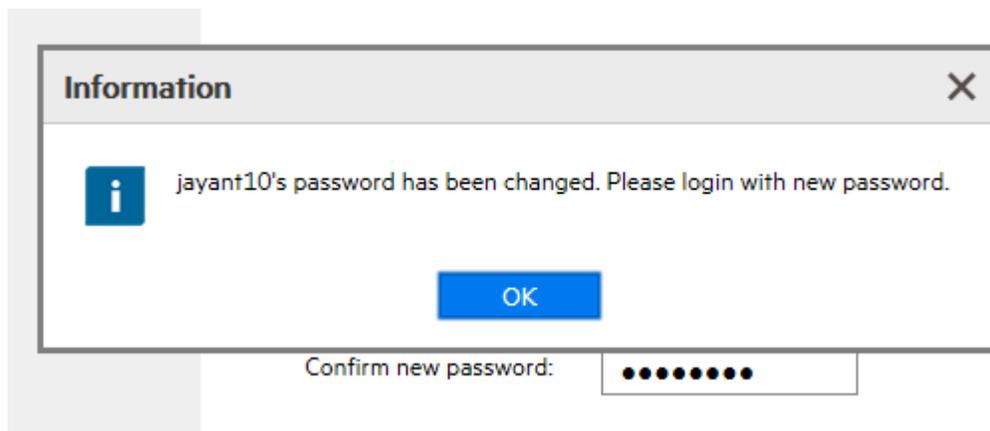
New password:

Confirm new password:

In case, if your password doesn't meet password policy then you will get below page as error message.



After successfully changing password, you will see below message box, click ok.



After changing password, your current session will be automatically logged out and jumps to login page. (As shown in below image)



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WELCOME TO

DGT - SERVICE DESK

You have been logged out due to session timeout.

Username

Password

English

LOGIN

Ministry of Skill Development And Entrepreneurship

Please login with new password again.



DGT - SERVICE DESK



Hi Jayant Gupta (jayant10)



- Menu
- Miscellaneous
- Logout
- User Manual

Welcome To DGT MIS Portal - Service Desk



Register A Complaint

Get help when you are not able to resolve an issue using the FAQs

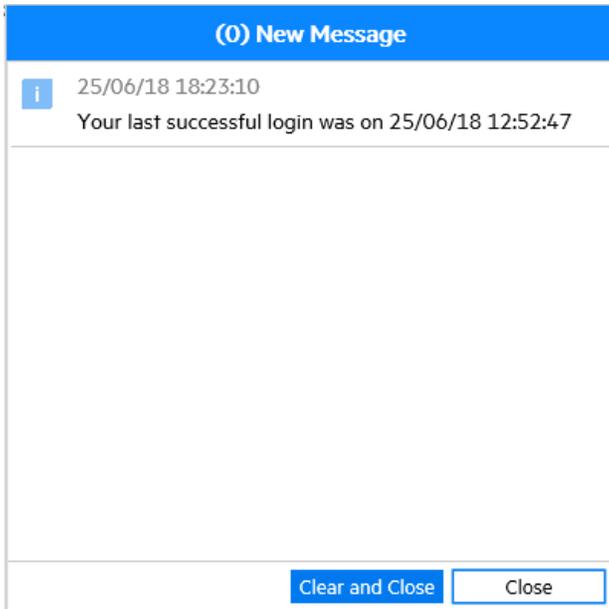


Self Help / FAQs

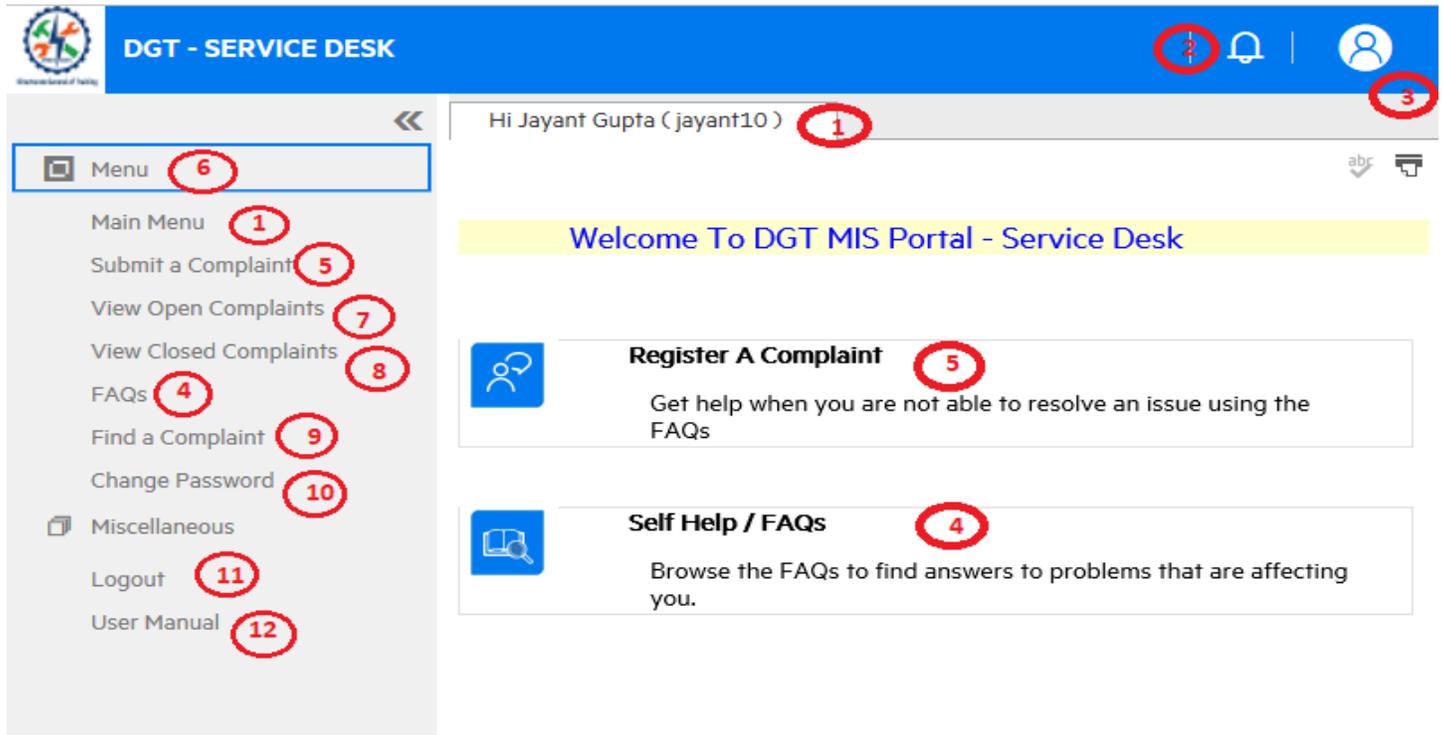
Browse the FAQs to find answers to problems that are affecting you.

(Circle no. 3) – Notification bell

When you login in MFSM, you will get one message on screen. It says about your last login when you logged in last time. If you click on this message, then you will get a message box as shown below:

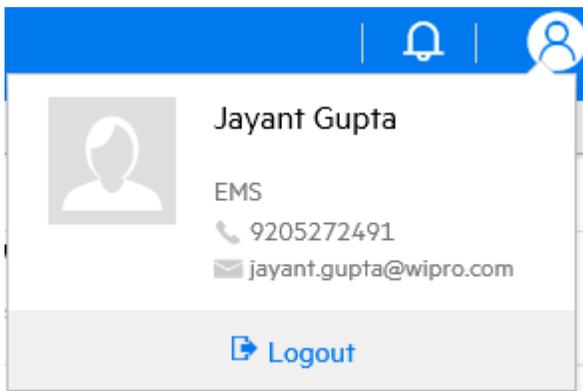


Below mentioned screen has number circles that is defined / clarified in next pages.



(Circle no. 2) – Logged in User details

When you click on right hand corner profile option, you can view logged in user information.



(Circle no. 1) – Main Menu / Current Logged In User ID / Name

It's a one kind of dashboard, when you login, this will be first screen to cater our services.

Here you will see two buttons defined below. In next pages we will describe the function of both buttons.

1. Self Help / FAQs (Circle no. 4)
2. Register A Complaint (Circle no. 5)

(Circle no. 6) – Menu

This is menu, where you can find different options to use as per your requirement. Options given below.

1. Main Menu
2. Submit a Complaint
3. View Open Complaints
4. View Closed Complaints
5. FAQs
6. Find a Complaint
7. Change Password
8. Logout
9. User Manual

4. Submit a Request

(Circle no. 5) – Register A Complaint

Below is the detailed description of fields available in Service Desk / Interaction module.

1. **Complaint / Interaction ID** – This is the Unique complaint ID which will get generated when you will open a new ticket
2. **Complaint Status** – This is current status of respective complaint, initial status of complaint will always be “Open” and can be changed according to the progress.
3. **Submitted By / Primary Contact Person** – This is the person/Operator who is logging the complaint. Please put employee ID/ User ID and press enter or click  (Fill) button.
4. **Requested For / Service Recipient** - This is the user who is actually facing the issue. This field will be same as contact If same user is facing issue. If somebody is asking to log ticket for somebody, then Contact will be the logging person and Service Recipient will be the actual user. Please put employee ID/ User ID and press enter or click  (Fill) button.
5. **Urgency** – How much time expecting to resolution of complaint or How it’s urgent to resolve the complaint.
6. **Title** – It’s sort or brief description about the complaint.
7. **Description** – This is detailed description about the complaint.

Submit a Complaint – This option is used to submit complaint. When you click on this button, below form will be open to provide your inputs and click on submit button.

A red asterisk (*) indicates required information.

Contact Information

Requested For (Complainant):	<input type="text" value="JAYANT10"/>	
Submitted By: *	<input type="text" value="JAYANT10"/>	
Urgency: *	<input type="text"/>	
Department: *	<input type="text"/>	

Title *

Description *

In below screen, You can attach any allowed files upto size of 5 MB by clicking Add Files button.

Create New Interaction

Description *

Add Files...

Maximum single attachment size is: **10240 KB**
51200 KB free / 51200 KB total

<input type="checkbox"/>	File Name	Size (KB)	Attached By	Attached Da...	Downlo...	Remove
You can drag the files to be uploaded to this area.						
<input type="checkbox"/>		Download		Remove		

Submit Back Apply Template

Filling the inputs :

Contact Information

Requested For (Complainant):

Submitted By: *

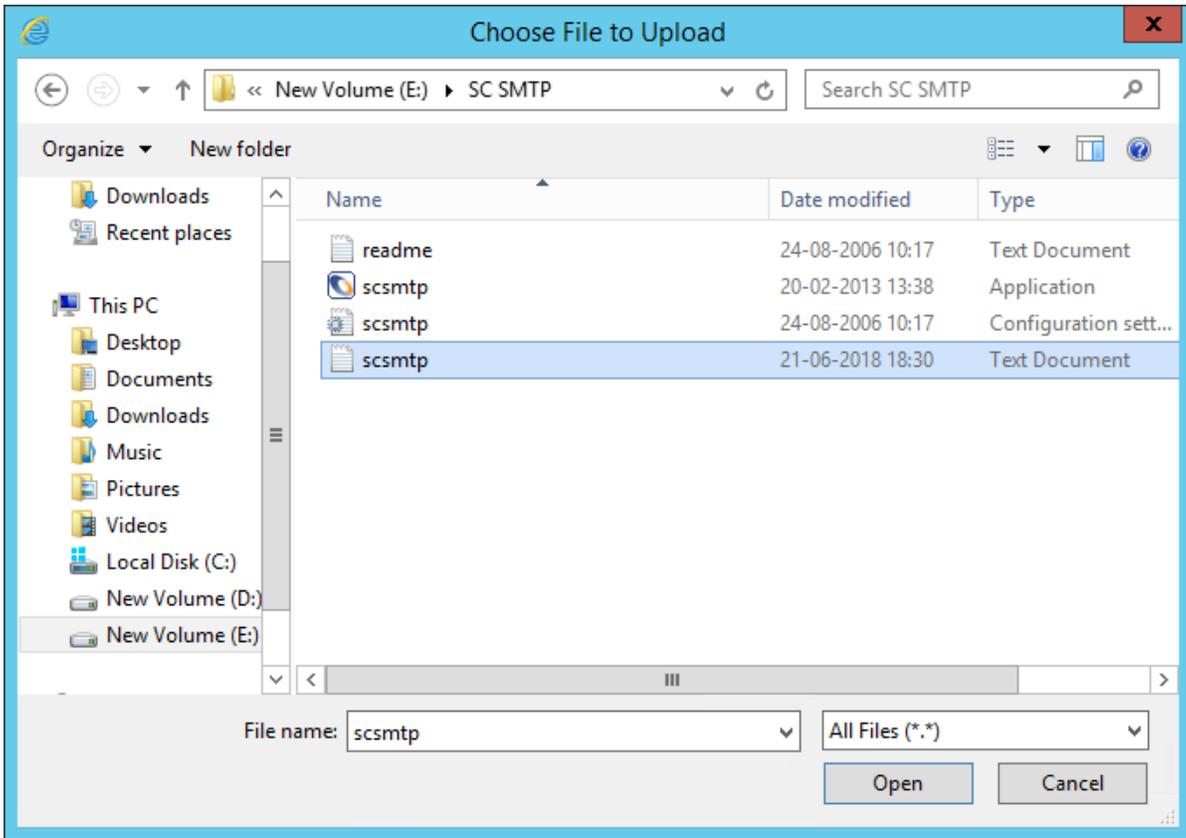
Urgency: *

Department: *

Title *

Description *

Attaching a file / Add file :



Add Files...		
<input type="checkbox"/>	File Name	Size (KB) Attached By

Display after attached :

Urgency: * 4 - Low ▼

Title *

Description *

testing

Maximum single attachment size is: **10240 KB**

Progress: **51199 KB** free / 51200 KB total

<input type="checkbox"/>	File Name	Size (KB)	Attached By	Attached Da...	Downlo...	Remove
<input type="checkbox"/>	scsmtp.log	2			↓	×
	Uploaded					

After submit complaint, Notification message to notedown complaint number :

(1) New Message

25/06/18 18:44:58
Email has been sent to lovnish.bhatnagar@wipro.com.

25/06/18 18:44:57
Interaction "SD10252" added.

25/06/18 18:23:10
Your last successful login was on 25/06/18 12:52:47

Clear and Close Close

When you click on **"Apply Template"** Button. You can choose your issue from below form. If your issue is generic or you are facing it very frequent then It will be catered from Template wherein, form inputs will get automatically filled.

Select Interaction Template

Select the template that should be applied to this interaction.

Template

Aadhar number related

Account Hacked

Activation link

Already Exists Data/ Apprentice/Establishment

Antivirus updation

Apply for Apprentice/Establishment

Apprentice AITT exam

Apprentice authentication

Apprentice NAC certificate

Apprentice profile and printouts

Apprentice Status/Search

Apprentice/Establishment Edit profile

1 to 42 of 42 < < 1 > > Show 50 records per page

< Previous Cancel

After choosing Activation Link issue :

Contact Information

Requested For (Complainant): 

Submitted By: * 

Urgency: * 

Department: * 

Title *

Description *

Activation Link not sent email id/Activation Link expired

After submitting any complaint, It will be assigned to Helpdesk team to primary support immediatley.

5. View Open Complaints

(Circle no. 7) – This option is used to view open complaints (Opened By you)

1. Screen from logged in user:

Interaction

Request ID	Date Opened	Status	Requested...	SLA Target Da...	Title
SD10234	06/06/18 02:08...	Dispatched	JAYANT10		testing8
SD10235	06/06/18 02:42...	Categorize	JAYANT10		testing ess1
SD10236	06/06/18 19:20...	Dispatched	JAYANT10		Local Network
SD10237	06/06/18 22:51...	Categorize	JAYANT10		print
SD10239	12/06/18 18:49...	Dispatched	JAYANT10		print
SD10240	12/06/18 21:50...	Categorize	JAYANT10		testing tmz
SD10241	13/06/18 21:54...	Dispatched	JAYANT10		test sla
SD10247	25/06/18 12:55...	Categorize	JAYANT10		test inc
SD10252	25/06/18 18:44...	Categorize	LOVNISH11		Test complai.

Select any complaint. You can provide update or attach a file via click on Update button.

2. Screen from Requested For filled User:

View Open Request form for new complaint:

Interaction: SD10252

service reqDetail	Contact Information
Complaint ID: <input type="text" value="SD10252"/>	Contact Name: <input type="text" value="VAIBHAV2"/>
Urgency: <input type="text" value="4 - Low"/>	Department: <input type="text" value="Wipro/IMS"/>
Complaint Status: <input type="text" value="Categorize"/>	Phone: <input type="text"/>
Service Recipient: <input type="text" value="LOVNISH11"/>	E-mail: <input type="text" value="jayant.gupta@wipro.com"/>
Open Time: <input type="text" value="25/06/18 18:44:56"/>	Location: <input type="text" value="Greater Noida"/>

Title

Description

[View Related Records](#)

3. Screen from Requested By filled user:

View Open Request form for new complaint:

Request ID	Date Opened	Status	Requested...	SLA Target Da...	Title
SD10246	20/06/18 11:56...	Dispatched	VAIBHAV2		test sla
SD10252	25/06/18 18:44...	Categorize	LOVNISH11		Test complai...

service reqDetail

Contact Information

Complaint ID:	<input type="text" value="SD10252"/>	Contact Name:	<input type="text" value="VAIBHAV2"/>
Urgency:	<input type="text" value="4 - Low"/>	Department:	<input type="text" value="Wipro/IMS"/>
Complaint Status:	<input type="text" value="Categorize"/>	Phone:	<input type="text"/>
Service Recipient:	<input type="text" value="LOVNISH11"/>	E-mail:	<input type="text" value="jayant.gupta@wipro.com"/>
Open Time:	<input type="text" value="25/06/18 18:44:56"/>	Location:	<input type="text" value="Greater Noida"/>

Title

Description

 [View Related Records](#)

Select any complaint. You can provide update or attach a file via click on **Update** button.

Interaction: SD10252

Complaint ID: SD10252

Urgency: 4 - Low

Update Description *

updating ticket

Maximum single attachment size is: **10240 KB**
51199 KB free / 51200 KB total

<input type="checkbox"/>	File Name	Size (KB)	Attached By	Attached Da...	Downlo...	Remove
<input type="checkbox"/>	scsmtp.log	2	jayant10	25/06/18 18:44:56		

Download Remove

[Add Files...](#) [Save & Exit](#) [Back](#) [Close Request](#)

Message after update complaint:

Interaction: SD10252

Interaction record updated.

Workflow

After complaint update, History section will be displayed with your updates:

Interaction: SD10252			
Complaint ID:	SD10252	Contact Name:	VAIBHAV2
Urgency:	4 - Low	Department:	Wipro/IMS
Complaint Status:	Categorize	Phone:	
Service Recipient:	LOVNISH11	E-mail:	jayant.gupta@wipro.com
Open Time:	25/06/18 18:44:56	Location:	Greater Noida

Title

Test complaint

Description

testing

History

25/06/18 19:08:14 India-GOV (vaibhav2):
updating ticket

6. View Closed Complaints

(Circle no. 8) – This option is used to view closed complaints. Complaint status will be closed here.

Call ID	Date Closed	Description	Status	Call Type	Date Opened
SD11599	10/30/16 15:30:03	Testing for user module	Closed	Fault	10/20/16 19:14:51
SD11601	10/23/16 21:42:27	raised test ticket 2 to check user module performance	Closed	Fault	10/20/16 21:04:03
SD11602	10/23/16 22:22:27	Test ticket3 to check resolution reopen and feedback submission	Closed	Fault	10/20/16 21:55:46
SD11619	11/12/16 19:24:51	Checking for type mismatch in categories	Closed	Fault	11/08/16 15:38:12

You can't edit or update anything in closed status.

Request SD11599

Request Detail

Interaction ID:

Urgency:

Status:

Open Time:

Close Time:

Service Recipient:

Call Type:

Contact Information

Contact Name:

Department:

Phone:

Extension:

E-mail:

Location:

Floor:

Description

History

10/20/16 21:31:56 IST (linker):
 Related Incident IM11509 has been updated.
 Test complet check the user with status update

Resolution

Auto Closure after 72 Hrs

[View Related Records](#)

Resubmit Request button is there open same type of complaint as new.

7. FAQs

(Circle no. 4) – Self Help / FAQs:

Before raising complaint in ITSD, User should search related issue or request keywords in below search knowledgebase field. If user finds any relevant solution for their issue, then user don't need to register complaint else user can register complaint for more help.



Search Knowledgebase

Search In
 Knowledge Library

Result after search without any keyword type:

Search Knowledgebase

Search In
 Knowledge Library

 Search within results

 Sort by multiple fields Modified Date  Status  Relevancy 

200 documents found. 200 documents searched.

Affirmative Action and Equal Employment Opportunity
Affirmative Action and Equal Employment Opportunity Affirmative Action and Equal Employment Opportunity Policy no. I-1 Effective date: 01/01/2005 Scope: faculty, staff an employees Definitions: "Disabilities" is used according to its definition i
Knowledgebase: Knowledge_Library Status: internal Relevancy: 1.0

Employment of the Disabled and Vietnam Vets
Employment of the Disabled and Vietnam Vets Employment of the Disabled: The university's Affirmative Action program encourages the employment and advancement in em qualified persons with a disability. Persons who would like to participate i
Knowledgebase: Knowledge_Library Status: internal Relevancy: 1.0

PBX Phones
PBX Phones What is a PBX? The term PBX spawns from the original term PABX, which is an acronym for Private Automatic Branch Exchange. Essentially a PBX is a private telc resides inside the enterprise and is used for its internal employe
Knowledgebase: Knowledge_Library Status: internal Relevancy: 1.0

8. Find a Complaint

(Circle no. 9) –

This option is used to search any complaint according to different type of filter applied.

Open Status means like Assign, In Progress, Dispatched, Pending customer, Categorize, Resolved etc.

Search

Enter optional search criteria:

Request ID:

Status:
Open
Closed
Both

Open date between:

Close date between: and

Expected Resolution between: and

Submitted by:

Requested for:

Contact:

Area of concern:

Search by Status or Request ID or any filter for which you know details.

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Search

Enter optional search criteria:

Request ID:

Status:

Open date between: and

Close date between: and

Expected Resolution between: and

Submitted by:

Requested for:

Contact:

Area of concern:

Interaction: SD10252

service request:Detail

Complaint ID:

Urgency:

Complaint Status:

Service Recipient:

Open Time:

Contact Information

Contact Name:

Department:

Phone:

E-mail:

Location:

Title

Description

History

DGT MIS Portal - Service Desk User Guide

When user click on “View related records” link, then it will display related incidents or changes in below table.

Interaction: SD10252 ab
▼

Related Incidents

ID	Status	Description	
----	--------	-------------	---

Related Changes

ID	Status	Expected Completion Date	Description	
----	--------	--------------------------	-------------	---

9. Change Password

(Circle no. 10) – If user wants to change existing password, then by click on this option, below input field will open to fill and save.

Change Password



Please enter the following password information.

User Name:

jayant10

Old password:

|



New password:



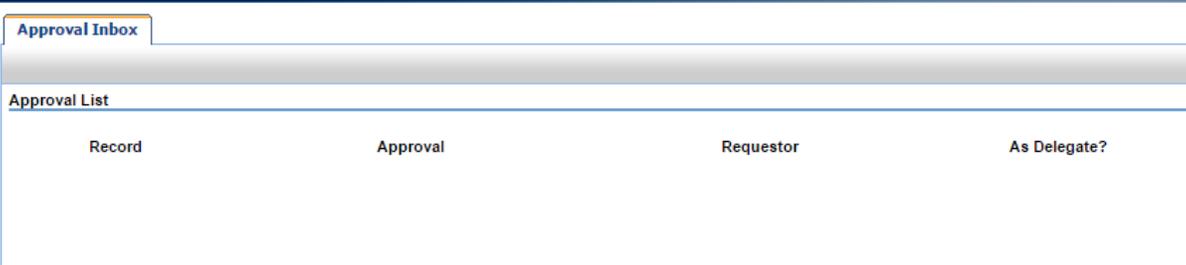
Confirm new password:

10. My Approvals

This option is given to limited users who are the part of any approver group. Other user can't see this option.

If any request / change is pending for your approval. Then same will be appear automatically here.

You need to select particular ticket with check mark and Click on Approve button.
Given record will be approved and disappear from this list.



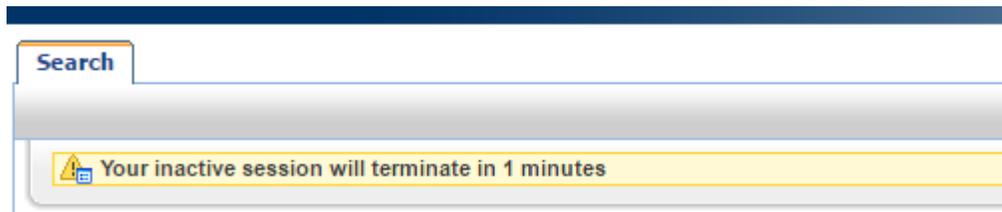
The screenshot shows a web interface for 'Approval Inbox'. At the top, there is a tab labeled 'Approval Inbox'. Below it is a header bar with the text 'Approval List'. Underneath the header is a table with four columns: 'Record', 'Approval', 'Requestor', and 'As Delegate?'. The table is currently empty.

Record	Approval	Requestor	As Delegate?
--------	----------	-----------	--------------

11. Logout

(Circle no. 11) – When user is inactive or away from MFSM portal for next 5 mins, then User will get below message for coming 5 mins to prior intimation of session expire. After 10 mins, session will automatically disconnect.

User can resume session at any time before session logout.



When session will logout automatically. Then below page will be displayed.



WELCOME TO

DGT - SERVICE DESK

You have been logged out due to session timeout.

Username

Password

English

LOGIN

Ministry of Skill Development And Entrepreneurship

When user click on logout button, below window will appear:



Note:

Allowed file extensions to attach in any ticket given below:

txt,log,pdf,rar,zip,jpg,png,gif,htm,html,xls,xlsx,doc,docx,DOCX,msg

Maximum File size to attach: **5 MB**

12. Escalation Matrix

Issue Details	Level	Name	Contact No	Email Id
Case 1 – Facing any kind of challenge to get response on complaint	L1	Anurag Verma	9599489380	anurag.verma1@wipro.com
Case 1 – Facing any kind of challenge to get response on complaint	L2 / L3	Sanjay Paul	8860086466	sanjay.paul@wipro.com
Case 2 – Unable to open / register complaint in IT Service Desk	L1	Service Desk	0120-4405016/17/18	ncvtmis-msde@gov.in
Case 2 – Unable to open / register complaint in IT Service Desk	L2 / L3	Sanjay Paul	8860086466	sanjay.paul@wipro.com